NATIONAL STANDARDS FOR 2-1-1 CENTERS

Recommended by the Alliance of Information & Referral Systems Adopted by the National 2-1-1 Collaborative May 5, 2000

Organizations who have implemented or have begun the process for creating and implementing a 2-1-1 Call Center have suggested the following become national standards for operation:

- 1. Ensure the provision of 24 hour coverage, year-round.
- 2. Ascribe to the AIRS Standards for Information & Referral.
- 3. Have a plan in place to become or be accredited by AIRS.
- 4. Utilize Certified Information & Referral Specialists and Resource Specialists.
- 5. Demonstrate cooperative relationships with specialized I&Rs, crisis centers, 9-1-1s and 3-1-1s, where applicable.
- 6. Have means of tracking call volume, number of abandoned calls, average speed of answering, average call length.
- 7. Computerized I&R database with client collection capability.
- 8. Use the AIRS/InfoLine Taxonomy.
- 9. Have the ability to publicize 2-1-1 services and educate the public on an on-going basis.
- 10. TTY and multi-lingual accessibility either on-site or access to live translation.
- 11. Ability to develop linkages through protocol with appropriate clearinghouse agencies that may be able to provide services such as volunteer or donation management.
- 12. Ensure quality of service and inquirer satisfaction through appropriate follow up.

Within States or Regions where more than one I&R will be providing 2-1-1 services, it is recommended that 2-1-1 Centers have the following:

- An agreed upon plan to work in tandem to ensure 2-1-1 service to all areas of the state or region.
- Ability to share resource data information.
- Ability to track and share information on client needs and unmet needs.
- A common means of measuring outcomes for the operation of a call center.
- An agreed upon means of communicating with the community represented by the call center on requests for assistance, perceived gaps and barriers to service.

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